

Question	RFP Section	Page Number	Question	Answer
1	IV. 1.	28	Please verify the number of license types to be included in the new real estate licensing system. From our assessment of your website, it appears these are the license types regulated by the Commission: a. Salesperson; b. Broker; c. Branch Office; Are there any other license types?	The Commission has primary license types which include broker, salesperson and branch offices. We do however have a reciprocal broker and reciprocal salespersons license for those who do not have the same licensing requirements as Nebraska residents. We register Education Providers and Instructors which are currently grouped with the primary license types. As explained in IV. 4.15 on page 32 of the RFP, we have many registrations that are also tracked in the system.
2	IV. 2.a	28	The RFP indicates there are 11 staff members with the Real Estate Commission. How many concurrent users is the State looking for? "Concurrent users" meaning the amount of internal users logged into the system at the same time. This does not include users utilizing the public facing portal.	There may potentially be 11 concurrent users logged into the system at the same time .
3	IV.2.b.	29	The RFP indicates the specifics of the SQL database of the legacy system. Are there any other sources of legacy data from which the Real Estate Commission will expect data migration to the purchased system?	No there are no other sources of data.
4	IV.5.F.	34	Please indicate the online payment provider to which the Commission is transitioning.	The Commission currently uses Nebraska.gov as the payment processor but the Treasurer dictates which credit card processor we can use.
5	n/a	n/a	Does the Commission desire the solution to be hosted by the Contractor or hosted on premise by the Commission or State?	The Commission does not have a preference.
6	N/A	N/A	Is the state looking for a Commercial Off The Shelf (COTS) solution or a custom developed solution?	The Commission does not have a preference as long as the solution complies with our requirements.
7	2.a	28	Is the state looking for an on-premise installation or a vendor hosted solution?	The Commission does not have a preference
8	2.b	28	Does the state have Microsoft SQL Server or Oracle available as a database platform? If not, should the bidder include in cost?	Our Agency does not have a Microsoft SQL Server or Oracle database platform, therefore, if that is necessary, it would need to be included in the cost.
9	2.b	28	Should bidders provide specifications for additional hardware needed to support a proposed solution?	Any additional hardware required would need to include those costs in the RFP response.
10	2.b	28	Should bidders include cost for additional hardware needed to support solution?	Any additional hardware required would need to include those costs in the RFP response.
11	10-a-i	35	The RFP states "Details documentation of developed licensing software package, including source code and specification on programming language and functionality of the created software". If the state is open to a COTS solution, would the state be agreeable to placing the above mentioned items in escrow?	Yes
12	10.a.5	36	Is the state looking for this system to be hosted within a state data center? If so, what hardware/software is available for the proposed solution?	The Commission does not have a preference.
13	n/a	n/a	Would the State consider a secure cloud based solution where the database and application are hosted by a 3rd party off-site?	The Commission does not have a preference.
14	10.a.ii.	35	The State has requested a perpetual licensing model. Would the State also consider other licensing models such as term model licensing model?	The Commission is looking for the use of software indefinitely rather than purchasing software that may not function upon term or period ending.
15	n/a	n/a	Has the State received any product demonstrations from vendors for a real estate licensing solution within the last 6 months prior to the release of the RFP?	Yes
16	n/a	n/a	What is the budget allocated for this project?	The budget allocation provided by the Legislature is \$550,000.00
17	I. Scope of the Request for Proposal	1	We have a Named User licensing structure. We define Named Users as "staff with access to the back-office Software regardless of whether such access is concurrent or consecutive." Based on this definition, how many Named Users does the Commission anticipate having on its new system within the scope of this RFP?	The Commission would propose having at least two "Named Users".
18	8. Provide Post Implementation Support	34	We offer multiple support plan options in addition to the primary support plan we will be proposing. How would you like us to incorporate the additional options and corresponding contract language into our proposal, to provide the agency with the right and option to choose from our full range of support options in the future?	We would like the price for the the support plan as we explained in section 8 page 34 to be included in your proposal. In addition to the included support plan, additional options can be included with the extra cost associated for the Commission's review should they desire to upgrade.
19	V. Proposal Instructions	37	As a COTS software provider, we have a standard license agreement and additional contract terms which need to be incorporated into the procurement process. Where in our response should these appear?	They can be added as an addendum to the proposal
20	II. Procurement Procedures	4	How many copies of the Cost Proposal?	One
21	V. Proposal Instructions	37	How many years' worth of Financial Statements should be provided?	Most recent fiscal year and two years prior
22	IV. 4.3. Database Requirements/Trust Account	30	Regarding Mobile Trust Account Examinations: (a) Please elaborate on this requirement and scenario. (b) Who will be the audience accessing this system? (c) What sort of remote access to the database is needed?	The Commission has three trust account examiners which travel throughout the state conducting audits. These individuals will need access to the database to enter data and produce reports via a mobile device such as a laptop, tablet, etc.

23	IV. 4.9. Database Requirements/Institution Information	31	Regarding Institution Information: (a) Please give an example or scenario of this requirement. (b) Who is the audience for this module? (c) How is the information to be accessed? (d) How is the information to be used?	The Institutions are other jurisdictions, prior Commissioners etc. which can be included in emails, mailings, etc.
24	IV Project Description and Scope of Work	28	Please clarify the response format. (a) Where should the Project Description and Scope of Work section fit into the Technical Proposal – as part of the Technical Approach? (b) Where statements are made, rather than questions asked, should the Vendor respond with a statement indicating compliance, or elaborate on every statement?	Project Description and Scope of Work should be included under V. A. iii. A. Understanding of Project Requirements, the vendor may simply respond indicating compliance or elaborate as they so choose.
25	G. Submission of Proposals OO. Proprietary Information	3 & 21	Regarding format of response submissions, our understanding is that the State requires printed copies of 1 original and 5 copies of each file, plus a single CD containing electronic PDF versions of each file, plus a separate, sealed package containing a single copy of any proprietary information and a document explaining why these are proprietary. Please confirm, or clarify.	That is correct
26	IV 4.4 Database Requirements/License Renewal Entry	30	Since the barcode reader is optional as it is being phased out, does the State desire for this item to be priced out separately?	The Commission does not have a preference.
27	IV. 4.16 Database Requirements/Utilities	32	Please elaborate. If website data is updated automatically and real-time rather than via manual exports and imports, will that meet the requirement?	Yes, that is the preferred method.
28	9. SYSTEM AVAILABILITY	35	Please elaborate on how the effectiveness level of ninety-five (95) percent or more will be measured.	See Section IV. 9 (h)
29	9. SYSTEM AVAILABILITY, Item g.	35	Please clarify. (a) Is this requirement meant to be understood that no payments for the software license fees or implementation of the system will be paid until this post-installation process has been completed? (b) If this payment plan is unacceptable to a vendor, will that vendor be disqualified?	The Payment Section has been amended to read as follows: "b. PAYMENT Commission may be billed for 75% of the database costs upon final delivery of all items i-ix, above, and all requirements of this RFP relating to these items being met("Go Live Date"), other than ongoing support (x) and system availability testing , and escrowed software documentation as described in ii the remaining 25% may be billed upon successful completion of the system availability testing as provided in Section IV, 9, above. Commission may billed and provide payment or support services up to a year in advance of such services being provided. Payment shall be made according to state law and the terms and conditions as stated in Section HH of this RFP."
30	10. DELIVERABLES/PAYMENT, Item a.v.	36	Please elaborate on the State's preferences regarding hosting. Should vendors propose hosting?	The Commission does not have a preference.
31	10. DELIVERABLES/PAYMENT, Item b.	36	Please clarify. (a) Is this requirement meant to be understood that no payments for the software license fees or implementation of the system will be paid until this post-installation process has been completed? (b) As this scenario requires a vendor to finance the installation, pay employees to do the work, and work at-risk for many months, if a vendor deems this payment plan to be unacceptable, will that vendor be disqualified?	The Payment Section has been amended to read as follows: "b. PAYMENT Commission may be billed for 75% of the database development software costs upon final delivery of all items i-ix, above, and all requirements of this RFP relating to these items being met("Go Live Date"), other than ongoing support (x) and system availability testing , and escrowed software documentation as described in ii the remaining 25% may be billed upon successful completion of the system availability testing as provided in Section IV, 9, above. Commission may billed and provide payment or support services up to a year in advance of such services being provided. Payment shall be made according to state law and the terms and conditions as stated in Section HH of this RFP."

32	8. Provide Post Implementation Support	34	Please fully define and quantify the ongoing support the agency will require after system Implementation, including inclusion or exclusion of each item (and subitem) in the following categories: (a) Help Desk Support (24x7 emergency support, enduser support, configuration and troubleshooting, developer-to-developer support, hardware/network/security tips, architecture and best practice guidance, online remote desktop support, dedicated account management, local user group support) (b) Training and Documentation (web courses, agency-specific process training, software training, core software documentation, user conference) (c) Software Patches and Releases (new major version software release versions, installation of new software versions, core software patches, installation of core software patches) (d) Customization, Enhancement, and Corrections (design/configuration/testing support, customization projects, customization tasks, defect correction, installation of customization Corrections) (e) Hosting Service (weekly backup, daily backup, hosting of proposed proprietary software solution, IP address owned and provided by Company, maintenance of hosting environment, data security)	We would like the price for the the support plan as we explained in section 8 page 34 to be included in your proposal. In addition to the included support plan, additional options can be included with the extra cost associated for the Commission's review should they desire to upgrade.
33	IV. PROJECT DESCRIPTION AND SCOPE OF WORK	28-34	Your RFP mentions a need for certain third-party dataexchange interfaces (Online payment functions, exams, etc.). Please provide an inventory of these required system interfaces and the purpose of each. Also, please note if each interface will be one-way or two-way.	Currently the Commission uses an online vendor for interfaces and payment processing, if the vendor can provide services that are acceptable to the Nebraska Treasurers Office, then we will be able to use the database vendor in lieu of the current online vendor. The examination company has an import/export function that is currently in excel format and located on their website. If an interface or spreadsheet can be produced from the database vendor then no other requirement is necessary.
34	4. DATABASE REQUIREMENTS	29	Can the State list all the license types the agency supports, and specify which license type(s) will require which types of online functionality (e.g. online applications, renewals, verifications, disciplinary processes, etc.)?	All of the Commissions functions are available online, we would prefer that all are online submittable as well. The Commission has primary license types which include broker, salesperson and branch offices. We do however have a reciprocal broker and reciprocal salespersons license for those who do not have the same licensing requirements as Nebraska residents. We register Education Providers and Instructors which are currently grouped with the primary license types. As explained in IV. 4.15 on page 32 of the RFP, we have many registrations that are also tracked in the system.
35	IV.2.a	28	Is mobile capability required or desired for trust account examiners?	The Commission has three trust account examiners which travel throughout the state conducting audits. These individuals will need access to the database to enter data and produce reports via a mobile device such as a laptop, tablet, etc.
36	IV.2.a	28	Is disconnected (no internet access) capability required or desired for trust account examiners?	The available offline option would be required.
37	IV.2.a	28	Is the Commission planning to hire an IT administrator for the new licensing system?	No.
38	IV.2.b	29	Does the Commission have a contractor who supports the current database? If so, are they available to assist with mapping form fields to database fields?	The Commission has a very limited use resource for the current database. Minimal help will be provided.
39	IV.2.b	29	Does the current vendor still support the software?	There is currently no vendor support for our database.
40	IV.2.b	29	Is a database schema available for evaluation?	No.
41	IV.2.b	29	Is there documentation to explain the layout, mapping, logic, etc. for the 136 tables, 69 procedures, and 15 power builder libraries?	Not that the Commission has been provided.
42	IV.2.b	29	What is the current size of the database?	39 Gigabytes
43	IV.2.b	29	How many records are in the current database?	There is approximately 3,600,000 records.
44	IV.2.b	29	What is the current file store size in GB for all the documents in the system?	Currently set at 40 Gigabytes, but it is variable.
45	IV.2.b	29	What document file types (.tif, .pdf, .docx, etc.) are stored in the system?	There is no storage in the current system.
46	IV.2.b	29	Does the system store documents as BLOBs in the database?	There is no storage in the current system.
47	IV.2.b	29	Does the system store document files in a proprietary format?	There is no storage in the current system. The letters that the system produces are in RTF format.
48	IV.2.b	29	Are the document files encrypted?	There is no storage in the current system.
49	IV.2.b	29	Does the system compress the document files?	There is no storage in the current system.
50	IV.2.b	29	Does the database store file paths?	There is no storage in the current system.

51	IV.2.b	29	Can the document files be opened in a native viewer directly from the file store without using the legacy system?	There is no storage in the current system.
52	IV.2.b	29	Does the system include notes, annotations, redactions?	There is a Licensee Comment section as shown in the IFMC Database Functionality attached to the RFP, on page 18, xi.
53	IV.2.b	29	Does the system include virtual documents, text with overlays, xml with stylesheets?	No.
54	IV.2.b	29	Does the Commission employ an electronic file foldering system outside of the current database system?	No.
55	IV.2.b	29	Other than the Nebraska.gov integration are there any other systems that are integrated with the legacy database system?	No
56	IV.17	33	What is the total number of reports required?	There are approximately 115 reports with the ability to select criteria to be included or excluded from the reports. With the additional functionality that is requested including the ability to customize reports, this number may either be reduced or increased based on your system.
57	IV.17	33	What is the total number of letters required? Are the current templates available in a common format?	The current number of rtf files is 118 . Since we have requested additional functionality including the ability to customize letters, this number may either be reduced or increased based on your system.
58	IV.5	33	Does the Commission have a preference for keeping current Nebraska.gov capability or having everything built into the new system?	The Commission does not have a preference.
59	IV.5	33	Are redaction capabilities required for public access?	It would be required if information is available through a public interface.
60	IV.4.5	33	Are electronic signatures required for online forms?	Currently the Commission uses a username and password as their electronic signatures. Some similar combination would be required to authenticate the signatures.
61	IV.4.18	33	What level of user and system logging is necessary for auditing purposes?	A userid and password that is unique to each individual user and only the administrator has the ability to add or remove users.
62	IV.5.e	34	Are workflow (input, review, approval, exceptions, notifications, etc) diagrams available for each business process associated with forms?	There are no workflows available for the current Commission functions.
63	IV.5.e	34	Should the system include document retention schedules and automated notification of destruction?	This would be helpful but not required.
64	IV.5.e	34	There are approximately 80 forms on the Commission website, is the intent to have all 80 of those forms available to fill out online so they automatically populate the database and initiate internal workflows?	Yes
65	IV.6	34	Does the new licensing database need to integrate with the State's Enterprise Content Management System in accordance with NITC 5-101?	This is not required if the proposed database has a ECM solution incorporated into their software.
66	IV.10.a.iii	36	What is the total number of documents to be migrated?	At this time the number is unknown since we have no electronic records storage solution currently being used.
67	IV.10.a.iii	36	What is the total number of files to be migrated?	At this time the number is unknown since we are unaware of the capabilities of a new database system with ecm capabilities.
68	IV.10.a.iii	36	Should the proposal include scanning hardware or services for legacy paper applications (filing cabinets)? If so, how would the documents be indexed for searching in the system?	The requirements for scanning hardware can be included in the proposal or separately on the response. The indexing solution would be based upon vendor recommendation.
69	IV.10.a.iii	36	Are legacy forms, reports, letters, certificates, etc stored in the other locations such as a file server folder, on a local machine, or in a paper file cabinet? Will the selected vendor be required to import those documents into the new system?	There is a network drive in which documents, letters, etc are stored. There are also multiple storage cabinets with paper files that would need to be scanned into the new system. The vendor requirements for importing paper or network documents were not specified in the RFP and therefore not mandatory.